



United States Mint Leads Government Customer Service Ratings

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Mint Maintains World-Class Status in American Customer Satisfaction Index

WASHINGTON — The United States Mint registered the highest score of all Federal agencies in the American Customer Satisfaction Index (ACSI), and ranked among the top ten of the top performers in the private sector, according to the annual survey by the University of Michigan Business School.

With a score of 84 (on a 0–100 scale), the United States Mint is the top performer among the 24 high impact Federal agencies that serve 90 percent of the government’s public customers.

“United States Mint customers bring the highest expectations for product quality and service, and we are proud to have earned their loyalty and trust,” said United States Mint Director Henrietta Holsman Fore.

“In many ways, customer satisfaction is as important for government services as it is for private industry,” said Claes Fornell, professor of business and director of the University of Michigan Business School’s National Quality Research Center.

“According to the ACSI, the U.S. Mint has done extraordinarily well since measurements of the Federal Government began in 1999. In fact, it is on par with the very best companies in the private sector.”

2002 marks the seventh straight year the United States Mint ranks among the leaders in both the government and the private sector, with only companies such as H.J. Heinz, Hershey Foods, Quaker Oats, Cadbury Schweppes, Pepsico and Coca Cola outscoring the Mint.

Established in 1994, the ACSI is a uniform and independent measure of household consumption. The ACSI, conducted annually by the National Quality Research Center at the University of Michigan School of Business, measures customer loyalty and customer retention, which are known contributors to profitability.

The United States Mint has attracted unprecedented national attention with its popular 50 State Quarters Program, featured in its annual uncirculated, proof and silver proof sets. Information about genuine United States Mint products is available online at www.usmint.gov, or by calling 1–800–USA–MINT.

Created by Congress in 1792, the United States Mint is the manufacturer of legal tender coinage for the United States. In fiscal year 2002, the United States Mint produced approximately 15 billion coins and generated revenue of \$1.8 billion. With facilities in five states, the United States Mint sells its products internationally, and is the world’s 30th largest e-retailer.

For more information, please visit www.usmint.gov.

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